





## Cel-Fi DUO Smart Signal Booster™

A true plug-and-play system that doesn't require the installation of antennas or cables.

#### To use this product you need:

- A 3G, 4G, LTE compatible mobile phone with qualifying service
- An area inside your home that receives at least one bar of 3G, 4G, LTE coverage
- Power Outlets

#### In this package you will find:

- Network Unit
- Coverage Unit
- Two Power Adapters
- Two Brackets with hardware

## **Get More from Cel-Fi WAVE**

Cel-Fi WAVE is an application available on both smartphones and desktop computers that allows users to interact with Cel-Fi, to access advanced and supplementary features.

### 移 Bluetooth°



### Dashboard:

Glance-able view to the state of your Cel-Fi environment.

### **Advanced Mode:**

Get a real-time technical overview of the installation of your Cel-Fi Smart Signal Booster.

### **Booster Updates:**

Keep your Cel-Fi Smart Signal Booster up-to-date as new software versions become available.

#### **Register:** (When Required)

Easily register your Cel-Fi Smart Signal Booster.

#### For more information, and software, go to: www.cel-fi.com/wave







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## **BEFORE You Begin**

If you can find a place in your home that gets at least one bar of 3G, 4G, LTE signal, the revolutionary **Cel-Fi DUO** Smart Signal Booster system may bring you smoother video and surfing, and improved voice coverage throughout your home. **Cel-Fi DUO** Smart Signal Booster is a true plug-and-play system that doesn't require the installation of antennas or cables.

## Step 1

### Find the location with the best coverage:

The first step in setting up your **Cel-Fi DUO** Smart Signal Booster is to find the location in your home or office with the best mobile network signal. Use your phone to identify the area with the most bars of signal. Typically, the best service will be near a window in the highest floor of your home or office. Make sure a 3G, 4G, LTE icon is displayed on your handset.

### Step 2

### **Plug in the Network Unit:**

Plug the **Network Unit** into an easily accessible outlet near the area with the strongest 3G, 4G, LTE signal. (Note: the power supplies in your kit are identical.) Make sure that at least one bar is displayed on the signal strength indicator on the front of the **Network Unit**. If you do not see at least one bar, try a different location.



## Step 3

### **Optimize the Network Unit placement:**

The bars on the front of the device indicate the strength of the mobile network signal in the area. Moving the **Network Unit** to a different location in your home may increase the signal, and can improve the quality of your service.



## Step 4

### Place the Coverage Unit:

Place the **Coverage Unit** as far away as possible from the **Network Unit** or where you need coverage the most, making sure that you have enough distance between the two units. After several minutes, the numeric display will stop cycling.





If your device is set up properly, the green icons will appear on

the display as seen above. It is possible to place the **Coverage Unit** too close or too far from the **Network Unit**. If this happens, a red icon will illuminate indicating that you need to move the **Coverage Unit** either closer to, or farther away from the **Network Unit** (see below).



Two areen icons

indicate that the

OK







### **TOO CLOSE**

A zero on the numeric display indicates that the **Coverage Unit** needs to be moved farther away from the **Network Unit**.

**TOO FAR** Four red icons & a scrolling display indicate that the **Coverage Unit** needs to be moved closer to the **Network Unit**.

 
 Coverage Unit is functioning normally.
 needs to be moved Network Unit.

## Step 5

### Optimize the Coverage Unit placement:

The number on the front of the **Coverage Unit** display indicates the quality of the placement. For the best service experience, move the **Coverage Unit** around your home until an 8 or 9 displays. Based on the **Coverage Unit** number, you may need to move farther/closer to the **Network Unit**.





# **Mounting Instructions**



Each Cel-Fi device may be supplied with mounting brackets and hardware to mount both (or either) the **Coverage Unit** and the **Network Unit**.

**NOTE:** The brackets come equipped with screws and inserts for mounting in standard drywall. Before you install the mounts, make sure there are no wires or other objects, or metal plates, behind the drywall layer that will interfere with the inserts, screws, mount, or mounted units.





# Troubleshooting

NETWORK UNIT	Indicator		Issue		Try This
Power & Status Indicator	No lights on the <b>Network Unit</b> display.		The device is not receiving power.		<ol> <li>Is the unit plugged in?</li> <li>Is there power at the outlet?</li> <li>Try exchanging the power supplies with the <b>Coverage Unit</b> to determine if the power supply is defective.</li> </ol>
	U Power	indicator is red.	Network Unit hardware issue.		Please check the <b>Coverage Unit</b> for an alternating error number to determine the proper solution from the list of Error Messages below.
	U Power on the	indicator is green but no bars <b>Network Unit</b> display.	<b>Network Unit</b> does not have a 3 signal.	8G, 4G, LTE	Try moving the <b>Network Unit</b> to another room or area where you have more coverage. (Use your mobile phone to find the best 3G, 4G, LTE coverage).
	Power indicator is flashing green.		Network Unit is setting up communications with Coverage Unit.		Wait a few moments, once a path has been set up, the light will stop flashing.
	LTE indicato this mean?)	r is lit or not lit (what does	The LTE indicator just means th available and is also being boos	at 4G LTE is sted.	If you have bars of signal on your <b>Network Unit</b> but the LTE indicator is not lit, you still have boosted high speed 3G service.
COVERAGE UNIT	Indicator		Issue		Try This
DISPLAY Power & Status Indicator Network Unit Indicator	COVERAGE UNIT CCUT NO lights on the <b>Coverage</b> <b>Unit</b> display.		The device is not powered.		<ol> <li>Is the unit plugged in?</li> <li>Is there power at the outlet?</li> <li>Try exchanging the power supplies with the <b>Network Unit</b> to determine if the power supply is defective.</li> </ol>
	Coverage Unit Power Indicator is red		System Error.		Please check the seven segment display for an alternating Error Messages to determine the proper solution from the list of Error Messages below.
	Seven segment display cycling for more than a minute.		The <b>Coverage Unit</b> still trying to wirelessly connect to the <b>Network Unit</b> .		<ol> <li>Wait for the display to stop cycling. This could take several minutes.</li> <li>Make sure that all other electronic devices (Wi-Fi routers, home phones, computers, etc.) are at least 1 meter from the <b>Coverage</b> &amp; <b>Network Units</b>.</li> </ol>
Coverage Unit Indicator	Coverage unit Coverage unitation Coverage unitati		The <b>Coverage Unit</b> is "Too Close" to the <b>Network Unit</b> .		Move the <b>Coverage Unit</b> farther away from the <b>Network Unit</b> . The separation distance may be over 20 meter for a residence, and much farther for open commercial spaces. Try and get an 8 or 9 on the display.
Seven Segment Display	the <b>Coverage Unit</b> and <b>Network Unit</b> icons are red with two arrows.		The <b>Coverage Unit</b> is "Too Far Away" from the <b>Network Unit</b> .		Move the <b>Coverage Unit</b> closer to the <b>Network Unit</b> .
PERFORMANCE	Indicator		Issue		Try This
The Coverage Unit has a boosted signal but only in a small area.	Low <b>Coverage Unit</b> number or <b>Network Unit</b> input signal.		Network Unit and Coverage Unit are too close together or Network Unit signal level is low.		Move the <b>Coverage Unit</b> away from the <b>Network Unit</b> to get a higher coverage number. This can mean putting the <b>Coverage Unit</b> on the opposite end of your home. Higher numbers indicate better coverage. You can also move the <b>Network Unit</b> to an area with a stronger signal. More bars is always better.
	Indicator Issue			Try This	
U COVERAGE UNIT	E1 No 3G, 4G, LTE signal at the <b>N</b>		Network Unit. Try moving to find the b		the <b>Network Unit</b> to another room or area where you have coverage. (Use your cell phone pest 3G, 4G, LTE coverage).
	E3 <b>Coverage Unit</b> is overheating. E4 <b>Network Unit</b> is overheating.		. Make sure t start workin		hat the vents on the unit are not blocked. Move the unit to a cooler area. The system will ig normally when it cools down.
	E5 Registration Required.		Register you		ur address with your mobile network provider, using the <b>Cel-Fi WAVE app</b> .
Alternating E and	E7         Unit disabled by network.           E8         Input signal at Network Unit to		too strong. Network Un		your cell phone provider. <b>it</b> is too close to a cellular tower. Move your <b>Network Unit</b> to another location. You might ye your system to the other side of your home/office.
	E9 Your system has been moved fro Registration required due to local		d from its original address. ocation lock.	Either move the system back to its original location or register your new address with your mobile network provider, using the <b>Cel-Fi WAVE app</b> .	

If you see any other error messages or for additional information about Cel-Fi DUO Smart Signal Booster Installation go to: www.cel-fi.com/support